Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	710	593	20%	▲
	Admits	118	180	-34%	▼
	Discharges	85	40	113%	▲
	Service Hours	2,781	2,323	20%	▲

▲ > 10% Over 1 Yr Ago	▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		710	100.0%

Consumer Satisfaction Survey   (Based on 5 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Respect		100%	80%	91%
✔	Quality and Appropriateness		80%	80%	93%
✔	Participation in Treatment		80%	80%	92%
✔	General Satisfaction		80%	80%	92%
✔	Overall		80%	80%	91%
✔	Access		80%	80%	88%
🔴	Outcome		75%	80%	83%
🔴	Recovery		60%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	Goal Met	🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		47	7%	9%
26-34		106	15%	20%
35-44		112	16%	25%
45-54		115	16%	18%
55-64		147	21%	19%
65+		182	26% ▲	10%

Gender

Gender		#	%	State Avg
Female		435	61% ▲	40%
Male		275	39% ▼	59%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		626	88% ▲	64%
Hispanic-Other		56	8%	10%
Unknown		28	4%	14%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%

Race

Race		#	%	State Avg
White/Caucasian		571	80% ▲	59%
Black/African American		54	8%	17%
Other		51	7%	12%
Unknown		25	4%	9%
Asian		5	1%	1%
Am. Indian/Native Alaskan		4	1%	1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Unique Clients	State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

326 Washington St. OP 401-210
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
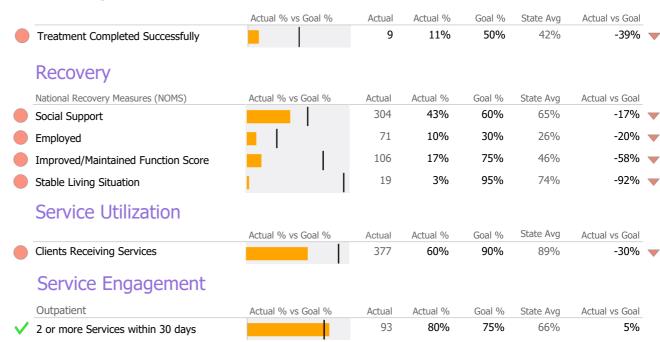Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	710	593	20%	▲
Admits	118	180	-34%	▼
Discharges	85	40	113%	▲
Service Hours	2,781	2,323	20%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		58%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
● 6 Month Updates		19%	54%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		9	11%	50%	42%	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		304	43%	60%	65%	-17%	▼
● Employed		71	10%	30%	26%	-20%	▼
● Improved/Maintained Function Score		106	17%	75%	46%	-58%	▼
● Stable Living Situation		19	3%	95%	74%	-92%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		377	60%	90%	89%	-30%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		93	80%	75%	66%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
█ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.